
Subject: Non-Civil Rights Complaints

Effective Date: October 1, 2005

Revised from:

Policy: Each applicant/client will be notified of the individual's right to file a complaint. Persons wishing to file a complaint of a general nature may do so in either oral or written communication and may file the complaint with the Local Agency or Clinic or with the State WIC Office.

Anyone wishing to file a complaint directly with the State WIC Office may do so by writing to Nutrition and WIC Services, 1000 SW Jackson, Suite 220, Topeka, KS 66612-1274 or by calling 785/296-1320 or 1-800-332-6262. The State WIC Office will process the complaint and conduct any necessary follow-up action.

The Local Agency or Clinic shall document complaints on the current WIC/CSF Program Complaint Form supplied by the State WIC Office. The WIC/CSF Program Complaint Form shall not be given to a complainant.

The Local Agency, Clinic or State WIC Office shall notify the person making the complaint (referred to as complainant) of the resolution of the complaint.

Reference: CFR §246.12

Procedure: The Local Agency or Clinic shall notify each applicant or client that the individual has the right to file a complaint against an authorized vendor, Local Agency, Clinic, or another client. Notice shall inform each applicant or client that they may file the complaint in either oral or written communication, which may be filed with the Local Agency, Clinic, or State WIC Office.

The Local Agency, Clinic or State WIC Office can accept either oral or written communication. Written complaints may be in letter form and then summarized on the WIC/CSF Program Complaint Form the State WIC Office provides. Oral complaints shall be documented by using the WIC/CSFP Complaint Form the State WIC Office provides. The Local Agency or Clinic shall not give the WIC/CSFP Complaint Form to a complainant. [Refer to the Forms Section for a copy of the WIC/CSFP Complaint Form.]

If the complaint alleges discrimination, refer to policy PRI. 01.02.00 Civil Rights Complaints.

The Local Agency, Clinic or State WIC Office shall notify the complainant of the resolution of the complaint.

The Local Agency or Clinic shall take the following steps to process a non-civil rights complaint

1. If the complaint is of a general nature and not one alleging discrimination on the basis of race, color, national origin, sex, age, or handicap, the Local Agency or Clinic shall proceed to resolve the problem.
2. In the "Action Taken" section in the complaint form, the Local Agency or Clinic shall indicate the actions it took to resolve the problem. If necessary, attach additional sheets to outline the actions of the Local Agency or Clinic.

3. Once the complaint is resolved, the Local Agency or Clinic shall:
 - a. give a copy of the complaint form to the complainant;
 - b. send a copy of the complaint form to the State WIC Office; and
 - c. place a copy of the complaint form in the complaint file.
4. When the State WIC Office receives the copy of the complaint, it shall be assigned to the appropriate staff monitoring team to review and determine whether the local action was appropriate and either follow-up with the Local Agency or Clinic or file the form in the Local Agency complaint file.